AJIT PANJA): (a) and (b) Yes, Stir. A list of Urdu newspapers to which DAVP advertisements were released during 1986-87 (upto 23. 2. 1987) is enclosed as annexure. (See Appendix CXLI, Annexure on 42).

Irregularities in Probationary OfficersRecruitment

1056. DR. MOHD. HASHIM KIDWAI: Will the PRIME MINISTER be pleased to state;

(a) whether the attention of the Government have been drawn to a write-up published in the "Times of India" On December 8, 1986 regard ing large scale irregularities indulg- . ed into by the bank authorities in 1978 examination for Probationary Officers in the Union Bank of India; a**nd**

(b) what steps have been taken by the Government to rectify these irre gularities and whether the recommen dations of the facts report of Mr. R. S. Asher have been accepted by the Government?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHAN POOJARI): (a) Yes, Stir.

(b) Information is being collected and to the extent possible will be laid on the Table of the House.

Guidelines issued by RBI on customer service by banks

1057. DR. MOHD. HASHIM KID-WAI: Will the PRIME MINISTER be pieased to state:

(a) whether the attention of the Government have been drawn to the report published in the "Times of India" of January, 25, 1987 under the Caption 'Customer Service by **Banks';**

(b) whether it is a fact that number of the branches of the bank were **not aware of these** instructions issued by the RBI about the submission of statement of accounts, and updating of passbooks of customers, the average time taken for payment of cheques, and bills, time taken for collection of out of station cheques, payment of interest in last collection, advance intimation to customers for renewal of term deposit receipts **on** maturity handling of complaints etc.; and

(c) if so, what action Government propose to make the branches follow these instructions?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRl JANARDHAN POOJARI): (a) Government have seen the News Report referred to.

(b) and (c) Lags in implementation of Government/Reserve Bank of India instructions at Branch level are sometimes found to be attributable to the branch staff not being fully aware of the instructions- or implications thereof.

Continual monitoring and follow up through internal inspections/surprise visits to braches is expected to secure improvement in the implementation of Government/RBI guidelines. Banks have been asked that non-implenienta-tion of measures directed towards improving customer service should be adversely viewed and corrective action ensured.

Fake donations to public trusts

1058. SHRI DINKARRAO GOVINDRAO PATIL: Will the PRIME MINISTER be pieased to state:

(a) whether attention of Govern ment has been drawn to a news-item that appeared. in the 'Times of India' dtaed 29-11-86 under the caption "Fake donations to public trusts found" and
• if so, the details thereof;

(b) the names of the companies alongwith the names of the trusts